



Online Appointment Scheduler & Check-in Guide

Public Works & Engineering Department
Open Records Section

Public Works & Engineering Department
Open Records Section

SCHEDULING AN APPOINTMENT ONLINE

Scheduling an Appointment Online



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- About Us
- Visiting the HPC
- FAQs
- News & Events
- Public Works Homepage

Annual Report



Did you receive a permit, license or registration non-compliance letter? [Click here for our FAQ.](#)

Take Our Survey



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You are here: Home



Welcome to the Houston Permitting Center

The Houston Permitting Center (HPC) combines the majority of the City of Houston's permitting and licensing into one convenient location. The HPC opened in June 2011 with a mission to help customers achieve their goals while complying with the City's regulations. Accomplishing our mission requires a continuous pursuit of improving the customer experience. Providing excellent service, streamlining business processes, implementing innovative technologies, and proactively engaging customers are all cornerstones of this philosophy.

When a customer arrives at the Houston Permitting Center, they will experience a culture that is dedicated to providing them with excellent customer service. It is our priority to:

- Empower our employees to solve our customers' problems.
- Provide our customers with the most consistent and accurate information.
- Serve our customers in the most polite and knowledgeable way possible.
- Measure our customers' satisfaction and continuously strive for improvement.

City Fee Schedule

The City fee schedule displays all permit, license, and registration fees established by authority of the City of Houston Code of Ordinances. Visit the [City of Houston Fee Schedule](#) web page to review all fees.

**** On January 01, 2013, most City of Houston permit, license, and registration fees will be raised by 2.4214%. Mailed invoices will be subject to the fee in effect on the date of mailing.****

For questions or concerns, please call 832-394-9000.

Permit Types:

- Airport Land Use Permitting Process
- Ambulance Permits
- Automotive Related Licenses
- Building Code Enforcement Permits
- Burglar Alarm Permits

On the HPC website's home page:
www.houstonpermittingcenter.org
Scroll down to **Open Records** and click on it to release the drop down menu.

Scheduling an Appointment Online

Mobility Permits

Monitoring Well and Soil Boring Permits

Office of the City Engineer Plan Review

Open Records

The Open Records Section is responsible for processing Texas Public Information Act (TPIA) requests for the Public Works & Engineering Department's Code Enforcement group. Information available includes permit history, inspection records, drawings and plans, and certificates of occupancy (between 1972 and 1987). The TPIA gives the public the right to request government documents without being asked why you want them.

It may take up to 10 business days to process and research a TPIA request. You will receive a letter informing you of what records, if any, were found. You may choose whether to inspect the requested information, receive copies of the information or both. Please schedule an appointment to view or pick-up the documents via the online scheduler or by phone. Appointments for viewing documents may be scheduled up to 2-weeks in advance, while appointments for picking-up documents may be scheduled up to 1-week in advance.

For additional information, please use the links below:

[Request Form](#)

[Appointment Scheduler Home Page](#) (An email address and a phone number are required to use the online scheduler.)

[Appointment Scheduler & Check-in Guide \(English\)](#)

[Appointment Scheduler & Check-in Guide \(Spanish\)](#)

[Texas Public Information Act](#)

[Other Departments' TPIA Contacts](#)

[Harris County Appraisal District Home Page](#)

[Code Enforcement Permit Search](#) (For permits sold within the last 3 years. This site only compatible with Internet Explorer version 8 or higher.)

Hours of Operation:

8:00am – 4:45pm

Contact Information:

Phone: (832) 394-8800

Email: HPC.openrecords@houston.tx.gov

Fax: (832) 395-9620



Pipeline Permits

Click on the link for
*Appointment Scheduler
Home Page.*

Scheduling an Appointment Online



The City of Houston
Official Site for Houston, Texas

[Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please select the Business Unit you would like to schedule your appointment with

- ☐ Flood Management Office (FMO)
- ☐ HPD (Auto Dealers Detail)
- ☐ Open Records (Viewing)
- ☐ Open Records Pick Up and Requests

The Online Appointment Scheduler allows users to make appointments without a user account.

If you would like to create an account, select ***Sign In***.

[Continue](#)

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Scheduling an Appointment Online



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Official Site for Houston, Texas



[Start Over](#)

[HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Phone Number (xxxxxxxxxx):

Password:

[Join](#)

[Forgot your password?](#)

Select the link ***Join*** to create an account.

[Submit](#)

[Home](#)

[311 Help & Info](#)

[En Español](#)

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Site best view at 1280 x 1024 screen size

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[Start Over](#)[HPC Home](#)[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please enter the following information

Complete all fields and click *Submit*

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Password:

Password Confirmation:

Password Question:

Password Answer:

- My favorite food is
- My dog's name is
- My favorite artist is
- My favorite book is
- The favorite movie is

[Submit](#)

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Scheduling an Appointment Online



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City of Houston
Official Site for Houston, Texas



[Start Over](#)

[HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

☒ Autentication saved sucessfully!

Please enter the following information

Phone Number (xxxxxxxxxx)
First Name John
Last Name Smith
Email: houston.permittingcenter@
Email Confirmation: houston.permittingcenter@

Password:

Password Confirmation:

Password Question: My favorite food is

Password Answer: bacon

Your account has now been created. Click ***Start Over*** to schedule an appointment.

[Submit](#)

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Scheduling an Appointment Online



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[Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please select the Business Unit you would like to schedule your appointment with

- ☐ Flood Management Office (FMO)
- ☐ HPD (Auto Dealers Detail)
- ☐ Open Records (Viewing)
- ☒ Open Records Pick Up and Requests

Select which type of Open Records appointment you would like to schedule, then click ***Continue***.

[Continue](#)

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Scheduling an Appointment Online



The City of Houston
Official Site for Houston, Texas

[Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please select the Business Unit you would like to schedule your appointment with



- ☐ Flood Management Office (FMO)
- ☐ HPD (Auto Dealers Detail)
- ☐ Open Records (Viewing)
- ☒ Open Records Pick Up and Requests

Select ***Open Records (Viewing)*** if you would like to schedule an appointment to view documents prior to purchasing copies.

Select ***Open Records Pick Up and Requests*** if you would like to schedule an appointment to only pick-up copies of documents.

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Scheduling an Appointment Online



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[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Open Records Pick Up and Requests

Please select a date from the calendar , then a time

Appointments for picking up documents are available in 10 minute

August 2013						
	S	M	T	W	T	F S
31	28	29	30	31	1	2 3
32	4	5	6	7	8	9 10
33	11	12	13	14	15	16 17
34	18	19	20	21	22	23 24
35	25	26	27	28	29	30 31
36	1	2	3	4	5	6 7

☐ 9:00 AM
☐ 9:10 AM
☐ 9:20 AM
☐ 9:30 AM
☐ 9:40 AM
☐ 9:50 AM
☐ 10:00 AM
☐ 10:10 AM

increments between 8:30am and 4:20pm.

[Back](#) Time slots not shown have already been filled. [Continue](#)

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Scheduling an Appointment Online



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[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

[Open Records \(Viewing\)](#)

Please select a date from the calendar , then a time

Appointments for viewing documents are available in 30 minute

August 2013						
	S	M	T	W	T	F S
31	28	29	30	31	1	2 3
32	4	5	6	7	8	9 10
33	11	12	13	14	15	16 17
34	18	19	20	21	22	23 24
35	25	26	27	28	29	30 31
36	1	2	3	4	5	6 7

☐ 8:30 AM
☐ 9:00 AM
☐ 9:30 AM
☐ 10:00 AM
☐ 10:30 AM
☐ 11:00 AM
☐ 1:30 PM
☐ 2:00 PM

increments between 8:30am and 3:30pm.

[Back](#) Times slots not shown have already been filled. [Continue](#)

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[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

[Open Records \(Viewing\)](#)

Please select a date from the calendar , then a time

Only the days in blue are available for scheduling appointments.

August 2013						
	S	M	T	W	T	F S
31	28	29	30	31	1	2 3
32	4	5	6	7	8	9 10
33	11	12	13	14	15	16 17
34	18	19	20	21	22	23 24
35	25	26	27	28	29	30 31
36	1	2	3	4	5	6 7

☐ 8:30 AM
☐ 9:00 AM
☐ 9:30 AM
☐ 10:00 AM
☐ 10:30 AM
☐ 11:00 AM
☐ 1:30 PM
☐ 2:00 PM



The selected day will turn grey.

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Welcome to the Houston Permitting Center's Online Appointment Scheduler

Open Records (Viewing)

Please select a date from the calendar , then a time

Select a time slot and click *Continue*.

August 2013						
	S	M	T	W	T	F
31	28	29	30	31	1	2
32	4	5	6	7	8	9
33	11	12	13	14	15	16
34	18	19	20	21	22	23
35	25	26	27	28	29	30
36	1	2	3	4	5	6

☐ 8:30 AM
☐ 9:00 AM
☒ 9:30 AM
☐ 10:00 AM
☐ 10:30 AM
☐ 11:00 AM
☐ 1:30 PM
☐ 2:00 PM



Use the scroll bar to reveal more times.

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Welcome to the Houston Permitting Center's Online Appointment Scheduler

Open Records (Viewing) ->Wednesday, August 14, 2013 9:30 AM

Please enter the following information

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Tracking Number:

If you do not have an account, enter your information for each field.

Please use a phone number and email address where you can be reached directly in the event a representative needs to contact you.

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Welcome to the Houston Permitting Center's Online Appointment Scheduler

Open Records (Viewing) ->Wednesday, August 14, 2013 9:30 AM

Please enter the following information

*If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Tracking Number:



If you have an account, click ***Sign In.***

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Scheduling an Appointment Online

[Start Over](#)[HPC Home](#)[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Phone Number (xxxxxxxxxx):

[Join](#)

Password:

[Forgot your password?](#)[Submit](#)

Enter your account information and click ***Submit***.

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[Back](#)[Start Over](#)[HPC Home](#)[Continue](#)[\[John Smith\] Log Out](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Open Records (Viewing) - >Wednesday, August 14, 2013 9:30 AM

Please enter the following information

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Tracking Number:

Your contact information
will automatically populate
in the form fields.

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Welcome to the Houston Permitting Center's Online Appointment Scheduler

Open Records (Viewing) - >Wednesday, August 14, 2013 9:30 AM

Please enter the following information

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Tracking Number:

Complete the remaining field and click *Continue*.

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Scheduling an Appointment Online

From : Garcia, Belinda - HPC-PWE
Sent: Friday, June 21, 2013 2:13 PM
To: [REDACTED]
Subject: Open Records/ 1310 Stanford (07039572) /Tracking No: 1028895



CITY OF HOUSTON

Public Works and Engineering Department

Annise D. Parker

Mayor

Daniel W. Krueger, P.E.
Director
P.O. Box 1562
Houston, Texas 77251-1562
1002 Washington Avenue
Houston, Texas 77002
T – 832-394-8800

www.houstontx.gov

June 21, 2013



Houston, Texas 77019

Email: [REDACTED]

Re: Open Records/ 1310 Stanford (07039572) /Tracking No: 1028895

Dear Ms. [REDACTED]



You can find your tracking number on your response letter from an Open Records representative.

Scheduling an Appointment Online



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Official Site for Houston, Texas



[Back](#) [Start Over](#) [HPC Home](#) [Confirm](#)

[John Smith] [Log Out](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Open Records (Viewing) - >Wednesday, August 14, 2013 9:30 AM

Please review the appointment information

Please review and click "Confirm" to finalize your appointment. To make any changes, click "Back".

Appointment date: 8/14/2013

Appointment time: 9:30 AM

Department: Open Records (Viewing)

Service: Open Records Viewing Appointments

Appointment confirmation will be sent to houston.permittingcenter@houstontx.gov

Review your appointment details.
If it is correct, select **Confirm**.

[Back](#)

If it is incorrect or you would like to make a change, select **Back**.

[Confirm](#)

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Scheduling an Appointment Online



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Official Site for Houston, Texas

[Cancel Appointment](#) [Start Over](#) [HPC Home](#) [Reschedule](#)

[John Smith] [Log Out](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Open Records (Viewing) ->Wednesday, August 14, 2013 9:30 AM

Appointment Confirmation

Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information.

First Name: John

Last Name : Smith

E-mail : houston.permittingcenter@houstontx.gov

Appointment ID : 411

Appointment date: 8/14/2013

Appointment time: 9:30 AM

Department: Open Records (Viewing)

Service: Open Records Viewing Appointments

Your appointment is now booked,
and an email with your appointment
details will be sent to you from:
hpc.customernotification@gmail.com.

IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**

Please remember to check - in between 9:10 AM and 9:30 AM

We look forward to seeing you!

Please check your "Junk" folder if you do not find a confirmation in your "Inbox"

[Cancel Appointment](#)

[Reschedule](#)

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Scheduling an Appointment Online

From: hpc.customernotification@gmail.com
To: PWE - HPC
Cc:
Subject: City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

From: City of Houston Appointments Online
Send: Monday, August 12, 2013 4:43 PM
To: houston.permittingcenter@houstontx.gov
Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center's online appointment scheduler
We look forward to your visit on 8/14/2013. **Appointment ID: 411**

Appointment: 9:30 AM on 8/14/2013 (check - in between 9:10 AM and 9:30 AM)
Business Unit: Open Records (Viewing)
Service: Open Records Viewing Appointments

To check in upon arrival at the HPC...

1. Visit one of the kiosks located on the first floor.
2. From the kiosk Main Screen press "**Appointment Check In**" and answer questions on the screens that follow.

****Please visit the Information Desk** if you experience any difficulties with the check in process.

**** Note:** Your appointment will be automatically **cancelled 10** minutes after your appointed time. You will then need to reschedule.

Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002
For directions [Click Here](#); or call 832-394-9000.

Please use the following links if you would like to [Cancel](#) or [Reschedule](#) your appointment.



If you do not see a confirmation email in your inbox, please check your spam or junk folder.

If you need to cancel or reschedule your appointment, select one of these links.

Scheduling an Appointment Online

The links will bring you back to your confirmation page. Select an option from either end of the page to *Cancel* or *Reschedule* your appointment.

The screenshot shows the City of Houston's online appointment scheduler. At the top, there's a header with the City of Houston logo and a city skyline. Below the header, there are four buttons: "Cancel Appointment", "Start Over", "HPC Home", and "Reschedule". The "Cancel Appointment" and "Reschedule" buttons are highlighted with red boxes. To the right of these buttons, there's a user name "[John Smith]" and a "Log Out" link. Below the buttons, there's a welcome message: "Welcome to the Houston Permitting Center's Online Appointment Scheduler". A horizontal line separates this from the next section, which shows the date and time: "Open Records (Viewing) -> Wednesday, August 14, 2013 9:30 AM". Below this, there's a blue bar with the text "Appointment Confirmation". The main content area contains a thank you message and appointment details: "Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information." followed by "First Name: John", "Last Name : Smith", "E-mail : houston.permittingcenter@houstontx.gov", "Appointment ID : 411", "Appointment date: 8/14/2013", "Appointment time: 9:30 AM", "Department: Open Records (Viewing)", and "Service: Open Records Viewing Appointments". Below this, there's an important note: "IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**" followed by "Please remember to check - in between 9:10 AM and 9:30 AM" and "We look forward to seeing you!". At the bottom, there's a reminder: "Please check your 'Junk' folder if you do not find a confirmation in your 'Inbox'". At the very bottom, there are two buttons: "Cancel Appointment" and "Reschedule", both highlighted with red boxes. A footer bar contains links: "Home", "311 Help & Info", "En Español", "Contact Us", "FAQs", "Privacy Policy", and "CitizensNet".

The City of Houston
Official Site for Houston, Texas

Cancel Appointment Start Over HPC Home Reschedule [John Smith] Log Out

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Open Records (Viewing) -> Wednesday, August 14, 2013 9:30 AM

Appointment Confirmation

Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information.

First Name: John
Last Name : Smith
E-mail : houston.permittingcenter@houstontx.gov
Appointment ID : 411
Appointment date: 8/14/2013
Appointment time: 9:30 AM
Department: Open Records (Viewing)
Service: Open Records Viewing Appointments

IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**

Please remember to check - in between 9:10 AM and 9:30 AM

We look forward to seeing you!

Please check your "Junk" folder if you do not find a confirmation in your "Inbox"

Cancel Appointment Reschedule

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Public Works & Engineering Department
Open Records Section

APPOINTMENT CHECK-IN PROCESS

Appointment Check-in Process

From: hpc.customernotification@gmail.com
To: PWE - HPC
Cc:
Subject: City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

From: City of Houston Appointments Online
Send: Monday, August 12, 2013 4:43 PM
To: houston.permittingcenter@houstontx.gov
Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center's online appointment scheduler
We look forward to your visit on 8/14/2013. **Appointment ID: 411**

Appointment: 9:30 AM on 8/14/2013 (check - in between 9:10 AM and 9:30 AM)

Business Unit: Open Records (Viewing)

Service: Open Records Viewing Appointments

To check in upon arrival at the HPC...

1. Visit one of the kiosks located on the first floor.
2. From the kiosk Main Screen press "**Appointment Check In**" and answer questions on the screens that follow.

****Please visit the Information Desk** if you experience any difficulties with the check in process.

**** Note:** Your appointment will be automatically **cancelled 10** minutes after your appointed time. You will then need to reschedule.

Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002.
For directions [Click Here](#); or call 832-394-9000.

Please use the following links if you would like to [Cancel](#) or [Reschedule](#) your appointment.

On the day of your appointment, you may check-in up to ***20 minutes before*** your scheduled time and no more than ***10 minutes after*** your scheduled time.

Appointment Check-in Process

From: hpc.customernotification@gmail.com
To: PWE - HPC
Cc:
Subject: City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

From: City of Houston Appointments Online
Send: Monday, August 12, 2013 4:43 PM
To: houston.permittingcenter@houstontx.gov
Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center's online appointment scheduler
We look forward to your visit on 8/14/2013. **Appointment ID: 411**

Appointment: 9:30 AM on 8/14/2013 (check - in between 9:10 AM and 9:30 AM)
Business Unit: Open Records (Viewing)
Service: Open Records Viewing Appointments

To check in upon arrival at the HPC...

1. Visit one of the kiosks located on the first floor.
2. From the kiosk Main Screen press "**Appointment Check In**" and answer questions on the screens that follow.

****Please visit the Information Desk** if you experience any difficulties with the check in process.

**** Note:** Your appointment will be automatically **cancelled 10** minutes after your appointed time.
You will then need to reschedule.

Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002.
For directions [Click Here](#); or call 832-394-9000.

Please use the following links if you would like to [Cancel](#) or [Reschedule](#) your appointment.

You will use the
Appointment ID number
from your confirmation
email to check-in for your
appointment.

Appointment Check-in Process

Choose one of the kiosks located at the north entrance to check-in for your appointment.



Appointment Check-in Process

HOUSTON
PERMITTING
center

On the touch screen, select *Appointment Check In*



Appointment Check In



Other Services



I'M NOT SURE



Permits



Inspections



Plan Review



Licenses

español

Appointment Check-in Process

HOUSTON
PERMITTING
center

Please enter your Appointment ID.

Using the number pad, type in your *Appointment ID* number, and touch *OK*.

Check in Using
Phone Number

411			
7	8	9	OK
4	5	6	
1	2	3	
DEL	0	CLR	

Start Over

español

Appointment Check-in Process



HOUSTON
PERMITTING
center



Please enter your Appointment ID.

7	8	9	OK
4	5	6	
1	2	3	
DEL	0	CLR	



If you do not know
your Appointment
ID number, touch

**Check in Using
Phone Number**

to change screens

Start Over

español

Appointment Check-in Process

You can only check-in with the phone number you used to schedule the appointment.

**Check In with
Appointment ID**

Start Over

HOUSTON
PERMITTING
center

Please enter your ten digit phone number.

Please enter the following information

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number*

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Tracking Number:

español

Appointment Check-in Process

HOUSTON
PERMITTING
center

Please enter your ten digit phone number.

Using the number pad, type in your phone number, and touch **OK**.

Check In with
Appointment ID

8323949000

7	8	9	OK
4	5	6	
1	2	3	
DEL	0	CLR	

español

Start Over

Appointment Check-in Process

HOUSTON
PERMITTING
center

THANK YOU



If you need assistance please visit the Information Center on the 1st floor.

If you see this screen, then you have successfully checked-in for your appointment. A ticket will print from the kiosk.

For *Open Records (Viewing)* appointments, **scan** your ticket when you have arrived on the *2nd floor*.

For *Open Records Pick Up and Requests* appointments, please wait on the *1st floor* until you are called to *Station 30*.

español

Appointment Check-in Process



HOUSTON
PERMITTING
center



You must reschedule your appointment. Please see receptionist for more information or assistance



The system will not allow check-ins more than 10 minutes late, and will display the above message.

It is up to the discretion of the business unit to accept appointments later than 10 minutes. If accepted, you may not be able to complete your business within the remaining appointment time.

You may use the computers in the lobby to schedule a new appointment for another day.

español

Appointment Check-in Process



HOUSTON
PERMITTING
center



You arrived too early. Scheduled Appointment: 9:30 AM



The system will not allow check-ins more than 20 minutes early, and will display the above message.

Please try again when it is closer to your scheduled appointment time.

español

If you have any questions
please contact us at:

(832) 394-9000

Houston.permittingcenter@houstontx.gov

